

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**CONCESSIONS STAND MANAGER  
CIVIC CENTER**

**GENERAL STATEMENT OF JOB**

Performs supervisory and clerical work in support of Civic Center concessions operations. Employee reports to the Concessions Manager.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs supervisory and clerical work in support of the operations of a Civic Center concessions stand. Work involves supervising concessions employees in customer service and food handling, ensuring that ABC requirements are followed, reconciling sales and deposits, and maintaining a clean, safe work environment. Employee is responsible for training employees and keeping a running inventory of supplies and equipment. Employee must exercise independent judgment, discretion and initiative in completing assignments. Employee must also exercise tact and courtesy in frequent contact with City officials, employees and the general public. Work is performed under general supervision of the Concessions Manager and is evaluated through observation, conferences, review of work performed and public approval.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

- Trains and oversees activities of concession stand workers.
- Ensures compliance with federal, state and local regulations for handling, preparing, and serving food and alcoholic beverages.
- Maintains detailed inventory of supplies, equipment, food and beverages.
- Reconciles cash with reported sales.
- Ensures a clean and safe work environment.

**ADDITIONAL JOB FUNCTIONS**

- Performs other related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Considerable knowledge of the methods of handling foods and beverages for concessions sales.
- General knowledge of the principles and practices of supervision.

## **CONCESSIONS STAND MANAGER**

General knowledge of the safe handling of industrial cooking equipment.

Ability to maintain high standards of personal cleanliness and cleanliness of facilities and meet required sanitation procedures.

Ability to perform moderately heavy physical labor for extended periods of time.

Ability to maintain complete and accurate records.

Ability to reconcile cash taken in with reports and receipts.

### **MINIMUM EXPERIENCE AND TRAINING**

Associate's degree in management, business administration or a related field, and 1 to 2 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Non-Exempt